COTS BUSINESS PROCESS REENGINEERING WORKGROUP MINUTES

June 9, 2005
Department of Taxation Conference Room
2220 West Broad Street
2:30 PM

ATTENDANCE
Members:
Farley Beaton Tax (Chair); Dave Burhop DMV (Co-chair); Vickie Gephart VSP; Rodney Willett North Highland

Members Absent:
Jan Fatouros DGS; Virgil Kopf DGIF; Harry Sutton DSS

Member Representatives
None

Staff:
Paul Lubic VITA

Guests:
Fred Norman, CVC, LLC; Dave Pendergrass, Mitem

WELCOME AND OPENING REMARKS:

Farley Beaton convened the meeting of the COTS Business Process Reengineering Workgroup at 2:30 PM.

APPROVAL OF MINUTES:

The minutes of the May, 26, 2005 meeting were reviewed. Dave Burhop moved that they be approved and Rod Willett seconded the motion. They were approved by a unanimous vote.

DRAFT WORKGROUP CHARTER:
Farley Beaton led a discussion of the workgroup charter and workgroup direction. The charter was approved by the committee.

Action Items
        None

WEB-BASED SURVEY
Farley Beaton led a discussion on the use of Web-based surveys to gather input from stakeholder groups. It was agreed to start design of a survey and to research available

survey tools. The Workgroup also agreed to make the survey available through existing Websites based on the demographics they reach and the volume of visitors to the sites. Potential Websites discussed were: DMV, Tax, DSS, Health, eVA, various trade associations, VACO, and the Virginia Municipal League.

Action Items
1. Rod Willett will investigate the availability of metering of Websites to determine the volume of use of potential sites and to identify the ten most used.
2. Farley Beaton and Dave Burhop will meet with Loyd Lane of VITA to discuss available survey tools.

REVIEW AGENCY IDEAS FOR PROCESS REENGINEERING
The workgroup discussed available and transferable technology solutions that could be utilized to address some of the more obvious business reengineering opportunities. The solutions discussed were:
1. Correspondence Management System
2. Document Imaging Service (using excess capacity that exists on off shifts, etc.)
3. e-Forms
4. Time and Attendance Application
5. IT Project Portfolio Management
6. Travel Reimbursement
7. Licensing and Certification
8. Debt Collection Payment Agreement (Teleplan)
9. Policy/Regulation Search Tool
10. Internal Policy & Procedures Development Workflow Tool
11. Legislation Implementation Database (impact statements, approvals, etc.)
12. Quickpay – online payment of debt
13. Customer Relationship Management (Seibel)
14. Check Processing Service

AJOURNMENT
Farley Beaton adjourned the meeting.

Meeting Schedule:

The next workgroup meeting will be July 7, 2005 at 2:30 PM in the Department of Taxation Conference Room, 2220 West Broad Street, Richmond.

Meetings will be held every other Thursday at the same time and location unless otherwise determined.